

WIC Project FRESH

Michigan's Farmers' Market Nutrition Program (FMNP)



2018 Local Agency Guidebook for WIC Project FRESH

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1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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WIC Project FRESH Local Agency Guidebook

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What is WIC Project FRESH?

WIC Project FRESH (Farm Resources Expanding and Supporting Health), is Michigan's Farmers' Market Nutrition Program (FMNP). This program expands the awareness and use of farmers' markets, in addition to increasing the sales at the markets. The name "WIC Project FRESH" is exclusive to Michigan. The Michigan Department of Health and Human Services (MDHHS) Women Infants and Children (WIC) and the United States Department of Agriculture (USDA)/Food and Nutrition Service, jointly administer this program. The program receives federal funds, local funds, private grants, and WIC program income.

The WIC Project FRESH program operates June 1st through October 31st each year. Coupon booklets are provided to clients in the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), to purchase eligible, locally grown, fresh, unprepared fruits and vegetables at WIC authorized farmers' markets and roadside stands. Locally grown produce is defined as produce grown within the state borders or, in those counties of Ohio, Indiana and Wisconsin that directly border Michigan.

Specially printed coupon booklets are issued once a year to WIC clients residing in specified counties. The total benefit received is \$25 (five \$5 coupons) per client. This is in addition to the benefits clients receive from the WIC Program. Coupon booklets are issued by WIC local agencies. Prior to receiving the coupons, clients are required to be offered nutrition education.

Local farmers that participate in WIC Project FRESH are allowed to accept coupons and are reimbursed for the face value of each coupon. The MDHHS contracts with WIC Market Masters throughout the state to provide WIC Project FRESH services and the WIC Market Masters contract with farmers. The farmers accept the coupons from clients in exchange for eligible fresh fruits, vegetables and authorized herbs. The farmers then provide the coupons to the WIC Market Master for reimbursement. The WIC Market Master mails the redeemed coupons to the state for payment and reconciliation.

The program began in 1986, when several states launched their own initiatives to utilize farmers' markets to make fresh produce available to low-income, nutritionally at-risk consumers. Congress authorized a three-year demonstration project in 1988, to test the concept in ten states (Connecticut, Iowa, Maryland, Massachusetts, Michigan, New York, Pennsylvania, Texas, Vermont, and Washington). The success of the project led Congress to enact the WIC Farmers' Market Nutrition Act of 1992 (P.L.102-314), thereby establishing the FMNP as the 14th federal food assistance program of the United States Department of Agriculture (USDA).

The Michigan Department of Agriculture and Rural Development (MDARD) administered the FMNP pilot from 1989 through 1990. The program was not administered by MDARD in 1991 due to the lack of resources to meet the 30% state match requirement. The program was transferred to the MDHHS, WIC Division in November of 1992.

Authority

The MDHHS WIC Division will act on behalf of the Department in the daily administration of the FMNP in accordance with the WIC Farmers' Market Nutrition Act of 1992, P.L. 102-314 as amended and the attending regulations, 7 CFR CH.II. Local agencies are delegated

responsibility for the FMNP administration in accordance with this **Local Agency Guidebook**. The MDHHS WIC Division will provide assistance to local agencies and evaluate all levels of FMNP operations to ensure that the goals of the FMNP are achieved in the most effective and efficient manner possible.

Health Promotion

WIC Project FRESH encourages eating more fruits and vegetables every day for a healthier diet while promoting our local agriculture. Eating fruits and vegetables provides a variety of health benefits. They are rich in Vitamin A, Vitamin C, fiber, nutrients and contain hundreds of phytochemicals that help to protect against disease. The consumption of fruits and vegetables reduces the risk of heart disease, cancer, diabetes and overweight, diseases examined within Michigan's Critical Health Indicators.

WIC Project FRESH helps to provide safe, healthy available food to Michigan residents, while fostering economic development by promoting our state's diverse agricultural products.

Local Agency Responsibilities

Local agencies participating in WIC Project FRESH are responsible for the following activities:

1. Coupon Inventory and Accountability
2. Client Eligibility Determination
3. Accessing & Processing WIC Project FRESH Reports
4. Coupon Issuance
5. Nutrition Education
6. Program Surveys
7. Management Evaluations

Accessing & Processing WIC Project FRESH Reports

The following WIC Project FRESH reports can be accessed through MI-WIC:

1. Daily LA Redemption Activity for PF
2. Local Agency Coupon Issuance & Redemption
3. Market Master List – Local Agency
4. Project FRESH Coupon Issuance & Redemption by Client ID
5. Project FRESH Signature Log

Reports can be accessed by clicking on the **Reports** menu option at the top of the screen in the **Admin Module**. Select **Project FRESH** from the drop down menu. Another box will appear listing the Project FRESH reports. Click on the report needed for your clinic. See **Figure 1 below**.

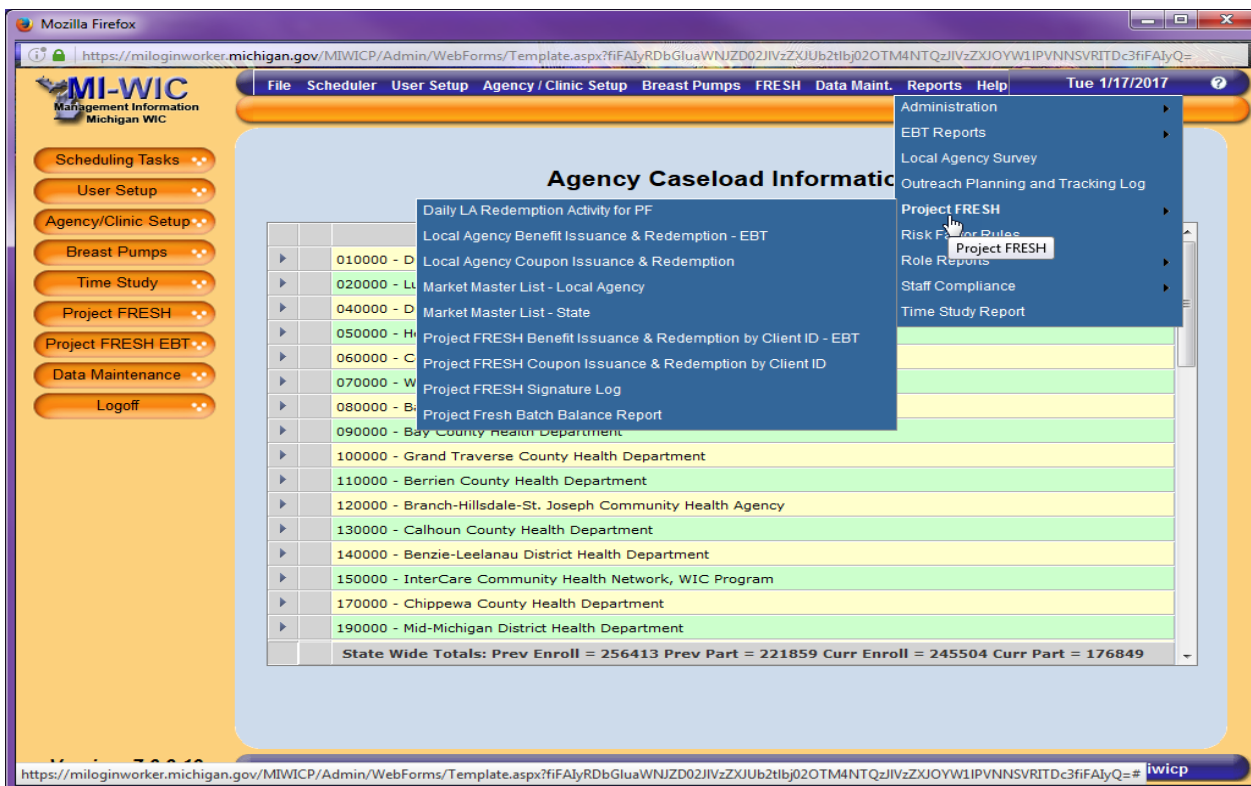


Figure 1

Coupon Inventory and Accountability

Local agencies receive a supply of WIC Project FRESH coupon booklets from the MDHHS WIC Division via UPS. The coupon shipment must be accepted and signed for by local authorized WIC staff. The coupons are negotiable instruments representing a monetary value and must therefore, be protected by a local system of internal controls. The following procedures must be followed to provide minimum controls.

A. Control of Bulk Coupon Stock

Specified WIC staff who **do not** determine client eligibility and/or issue WIC Project FRESH coupons, should be designated and authorized to: accept and sign for coupon shipments, maintain necessary records over the bulk supply, including disbursement of coupon booklets to staff for daily issuance. Bulk storage facilities should consist of a secure locked area with limited access to two or three supervisory persons.

The State WIC Project FRESH Coordinator must be notified of any exceptions, which preclude segmentation of duties due to lack of staffing.

Coupons withdrawn from the bulk stock for daily issuance should be kept to a minimum and at levels which reflect the anticipated day's volume of distribution. Several small withdrawals from the bulk supply should be made on high volume days and in high-risk areas, or when office facilities are not adequately secure. Coupons should be kept out of reach and sight of clients when possible and should never be left unattended.

B. Control Over Daily Issuance of Coupons

Issuance personnel from the bulk coupon stock **should not** be:

- Persons authorized to determine client eligibility
- WIC Project FRESH Market Masters

The following procedure should be followed to document control over the coupons:

1. Verify Information on the Coupon Shipment Form

This form is used to record shipments of coupon booklets sent from the MDHHS WIC Division to the local agency and from the local agency to MDHHS WIC. This same form is to be completed and enclosed with coupon booklets when the local agency ships back un-issued booklets to the MDHHS WIC Division.

This form indicates the following information:

- The Local Agency Number
- The Date
- The Coupon Number Range
- The Number of Coupons
- The Number of Booklets
- Initials of the Person Shipping Coupons

Information on this form must be verified by one of the people authorized to accept and secure the coupons. Upon initial receipt of coupons, the authorized person(s) at the local agency must verify the quantity and coupon booklet numbers in the shipment, under the supervision of a witness.

2. Document in MI-WIC that the coupon booklets have been received.

If there are no discrepancies, the designated authorized person must indicate receipt of the coupons in MI-WIC, this is done in the **Admin. Module** of MI-WIC. First select your agency, click on the **Project FRESH** jelly bean on the left menu panel and click on **Clinic Inventory**. Select the current year, the **Fund Source** of **WIC-WIC**, select the **clinic** click **Go**. The screen will populate with all of the booklets that have been assigned to your clinic with the status of **Assigned** and the ship date. See **Figure 2 below**.

MI-WIC Management Information Michigan WIC

File Scheduler User Setup Agency/Clinic Setup Breast Pumps Data Maint. FRESH Reports Help Fri 1/30/2009

Year: 2009
Fund Source: WIC-WIC
Clinic: 016503 Ogemaw County Go

Coupon Range	Status	Date
901 To 910	Assigned	
911 To 920	Assigned	
921 To 930	Assigned	

In-Stock Save Cancel

Version: 1.4.0.8 STRATTONKA 000000 State Agency miwics

Figure 2

Click the **In-Stock** jelly bean located at the bottom of the screen. This will confirm your clinic has received all of the coupon booklets that were assigned at to your site. Click the **Save** jelly bean. See Figure 3 below.

MI-WIC Management Information Michigan WIC

File Scheduler User Setup Agency/Clinic Setup Breast Pumps Data Maint. FRESH Reports Help Fri 1/30/2009

Year: 2009
Fund Source: WIC-WIC
Clinic: 016503 Ogemaw County Go

Coupon Range	Status	Date
901 To 910	Instock	
911 To 920	Instock	
921 To 930	Instock	

In-Stock Save Cancel

Version: 1.4.0.8 STRATTONKA 000000 State Agency miwics

Figure 3

If discrepancies exist between what was received and what is identified on the Coupon Shipment Form, contact the State WIC Project FRESH team **immediately** at (517) 335-8901.

Coupon Inventory Control Log (MDHHS-0331)

This form must reflect all activity regarding distribution of coupon booklets from the bulk stock and show a running balance of coupons on hand each day. This form must be maintained each day that activity occurs which reduces or increases the total coupon inventory on hand at the local agency. This log should remain with the local agency and should **not be** mailed to the State WIC office as this will be requested for review at your Management Evaluation.

Inventory logs must be kept separate from coupons so in the event that coupons are stolen, the log would remain intact. A physical inventory must be performed at the close of each week and reconciled to the ending balance shown on the log. Logs may be separated by week, or may run continuously. If coupon inventory is maintained at individual clinics, a Coupon Inventory Control Log shall also be maintained at each individual clinic.

Each coupon inventory log must be retained by the local agency WIC Project FRESH Coordinator, for a period of 3 years and 150 days.

Definitions of Coupon Inventory Control Log Form Terms:

On Hand - The ending balance after each day of activity.

Shipments Received – The number of coupon booklets received in your first shipment will be the first item entered on the log each season. Subsequent coupon booklet shipments will be logged here as well as the number of un-issued coupon booklets.

Withdrawals for Issuance – The number of coupon booklets disbursed by local WIC staff or designated agency staff for issuance during the day. **Note:** *The amount withdrawn should be limited to the number of coupon booklets anticipated to be issued. Notations should be made showing which staff received coupon booklets if the site has more than one issuer.*

Returns from Issuance– The number of coupon booklets un-issued and returned to the bulk supply at the end of the day.

Day's End Balance – The sum of columns “1 + 2 – 3 + 4” to reflect balance on hand.

Initials – Initials of the authorized person maintaining the bulk stock and the initials of those who will be issuing the withdrawn coupons.

WIC Project FRESH Signature Log

The WIC Project FRESH signature log is to be used to capture client signatures as coupon booklets are issued. This log must be printed out prior to the start of coupon issuance each season. This is used wherever the coupon booklets are being issued. All clients receiving coupons must sign the signature log upon issuance of the coupon booklet. Record the **client ID** that begins with “3” and have the client (or proxy) sign on the appropriate line. If a clinic is issuing coupons at an off-site location from the clinic, the signature log must be used at the off-site location.

The coupon booklets must be entered into the client records in MI-WIC the same day, within 24 hours of issuance or, the next business day. Please note you will not be able to enter the information after this time. Failing to complete this task within the allotted time frame will affect issuance and redemption rates.

The signature log is considered a report and lists all the coupon booklets assigned to each local agency/clinic in sequential order. Access to this report is in the **Admin. Module** via the

Reports Menu located at the top of the screen. Select **Project FRESH** then the menu box will appear listing the Project FRESH reports. Select **Project FRESH Signature Log**, choose the clinic you wish to print the signature log for and click on **Run Report**. See **Figures 4a and 4b** below.

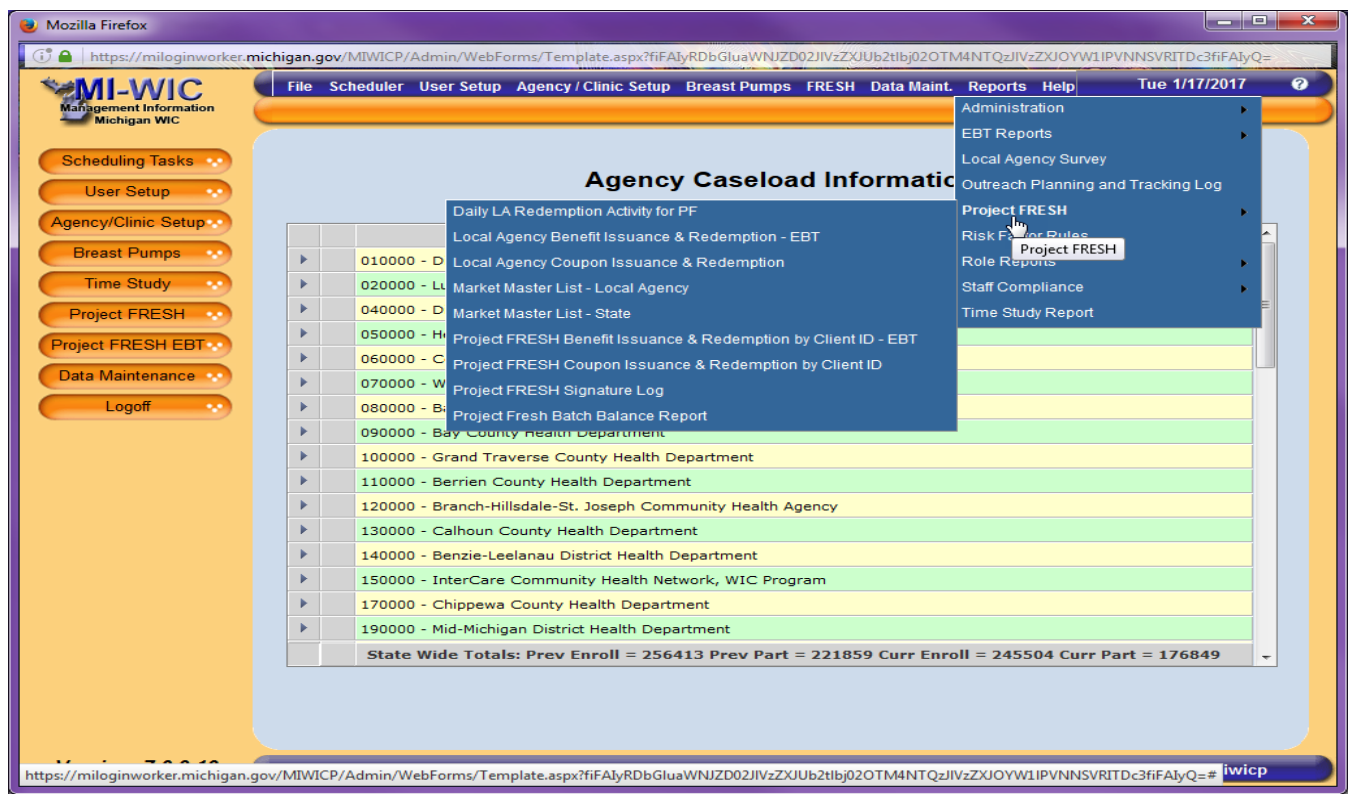


Figure 4a

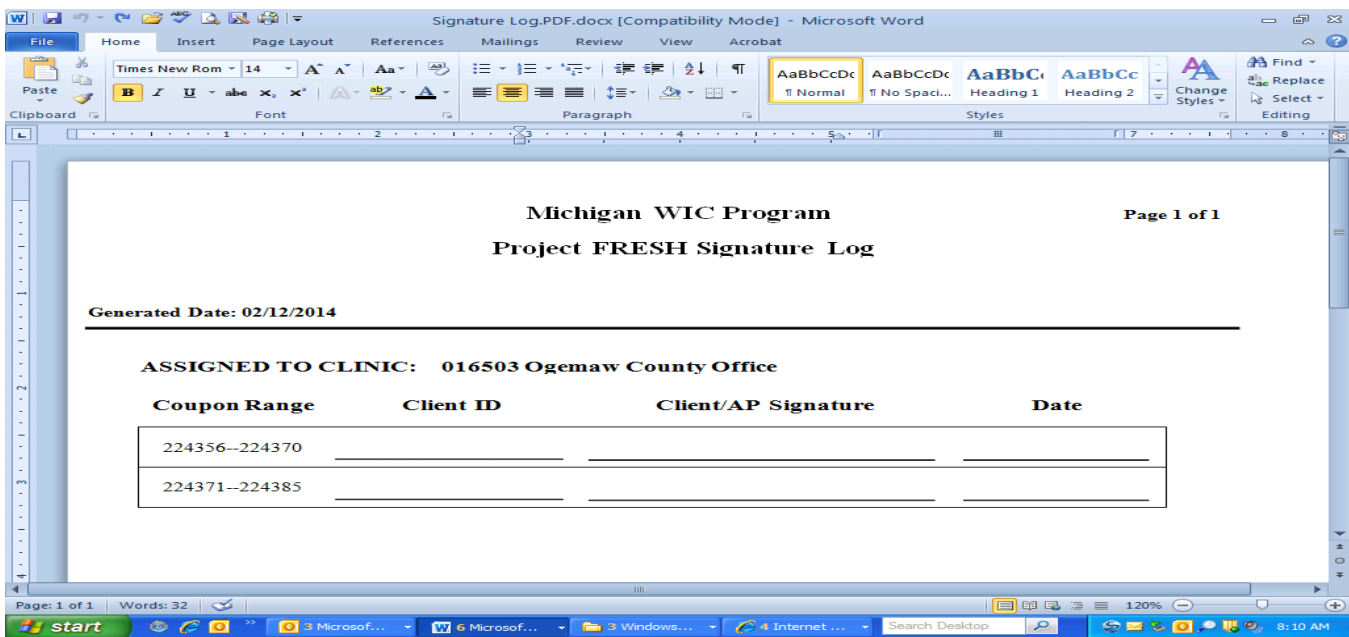


Figure 4b

The signature log indicates the following information:

- Clinic Number
- Coupon Range
- Client ID
- Client/Proxy Signature
- Date

The signature log is to be maintained at the local agency for 3 years and 150 days after the completion of each fiscal year. The State office does not need a copy of the signature log unless requested.

Client Eligibility Determination

Current WIC clients, **except infants (birth through eleven months)** are eligible to receive WIC Project FRESH coupons. The MI-WIC system has been designed to have a pop-up message appear if a client is not eligible to receive WIC Project FRESH coupons.

Clients that have been identified by the WIC local agency as being eligible to receive WIC Project FRESH benefits must be scheduled for nutrition education and coupon pick-up. **Coupon booklets can only be provided to clients after being offered nutrition education.**

Only one coupon booklet with a total benefit value of (\$25) can be issued per client with a maximum of two booklets (\$50) per family with two eligible clients.

Local agencies may issue WIC Project FRESH coupons to WIC clients based on a priority order as determined by the agency. A suggested priority order is as follows:

- **First Priority** - Lactating women, up to one year from date of delivery.
- **Second Priority** - Pregnant women.
- **Third Priority** - Children one to four years old (first birthday through fourth year).
- **Fourth priority** - Postpartum non-lactating women, up to six months from the date of delivery.

Local agencies can print a report from MI-WIC at the end of each season that indicates the number of coupons each client redeemed. This can assist the agency with targeted nutrition education for those clients that did not redeem any of their WIC Project FRESH coupons. This report is accessed in the **Admin. Module** via the **Reports Menu** located at the top of the screen. Select **Project FRESH** then the menu box will appear listing the WIC Project FRESH reports. Select **Coupon Issuance & Redemption by Client ID**. Select the **Fiscal Year** from the drop down then select either **State** or **Local Agency** and click on **Run Report**. See **Figures 5a & 5b below**.

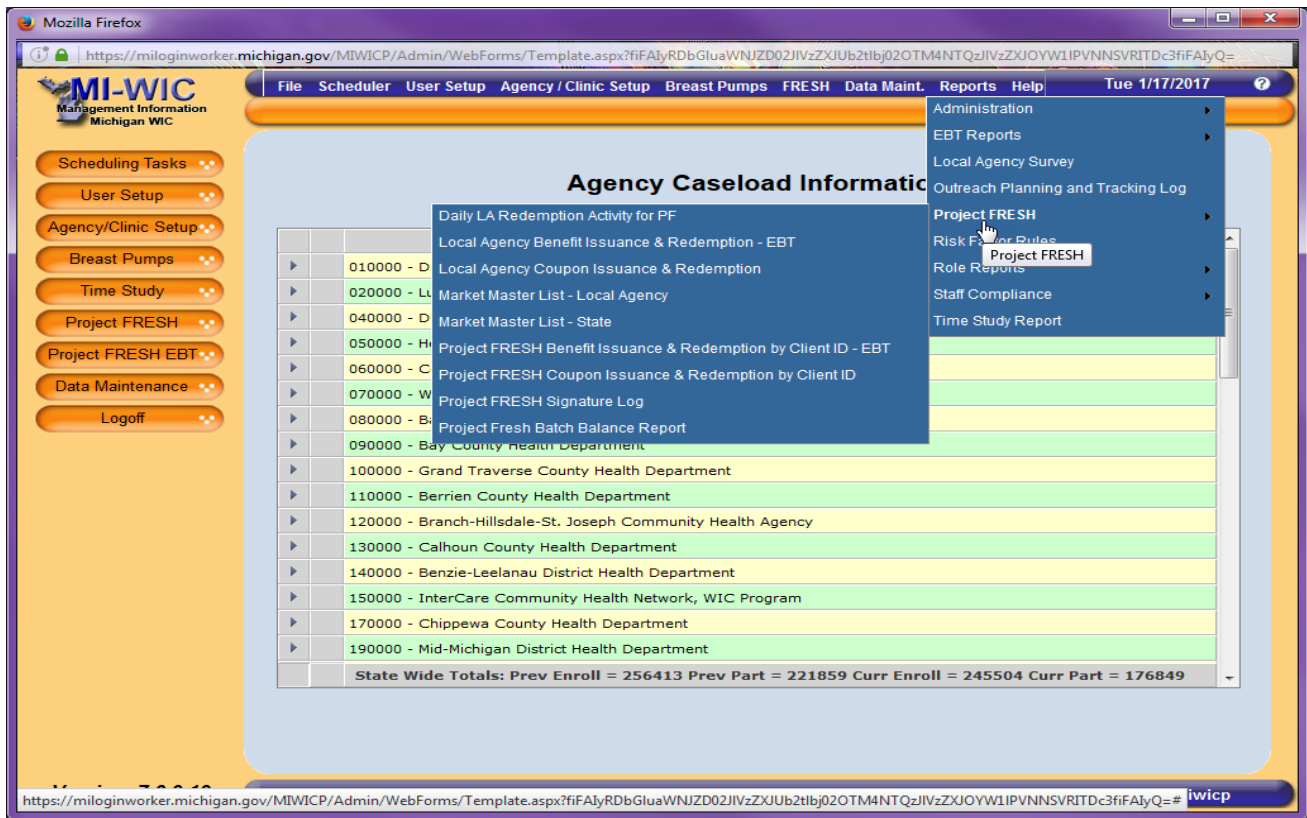


Figure 5a

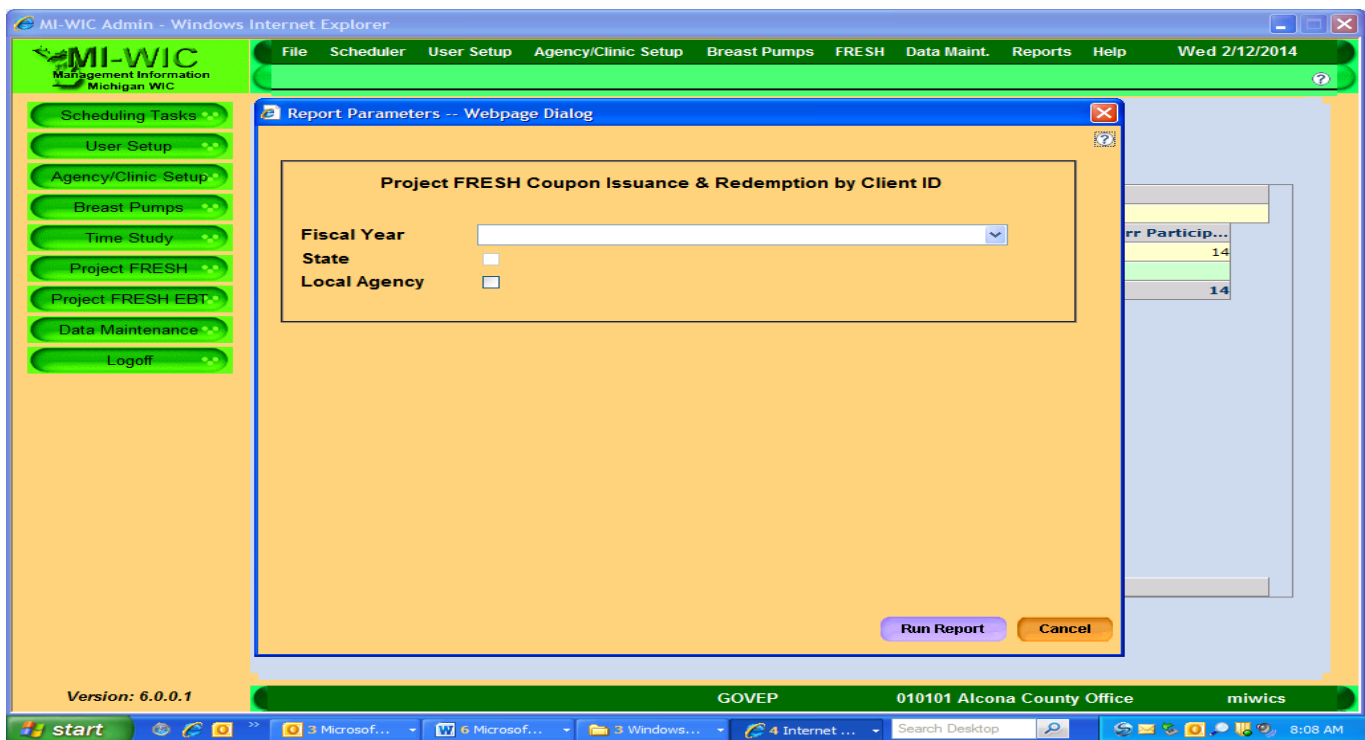


Figure 5b

Nutrition Education

The issuing agency will provide nutrition education for WIC Project FRESH clients. The nutrition education will focus on the benefits of purchasing eligible, locally grown, fresh, unprepared fruits and vegetables at farmers' markets/roadside stands. Nutrition Education shall provide information on the seasonality, characteristics, and nutritional value of fresh fruits and vegetables. Education will also highlight the proper selection, use, preservation, and preparation of fresh produce. Nutrition education will be provided through the use of displays, exhibits, food demos, nutrition education activities, taste testing, handouts and group discussions. Local WIC staff will be responsible for referring clients to the issuer to pick up coupons and documenting nutrition education in MI-WIC. WIC Project FRESH nutrition education is documented on client records in the **Clinic Module**.

Once the client record has been activated, select the **Guided Script** jelly bean from the menu on the left side of the screen then select **Nutrition Education**. There are six Project FRESH choices on this screen which are: **Food Demonstration–PF; Food Preservation/Storage–PF; Vegetables/Fruit–PF; Shop Smartly–PF, Food Safety–PF** and **wichealth – WIC Project Fresh – PF**. Select one of the choices and click **Save**. See **Figure 6** below.

The screenshot shows the MI-WIC Management Information System interface. On the left is a sidebar menu with options: Active Record, Scheduling Tasks, Guided Script, Family Information, Client Information, Cert Action, Lab, Medical, Nutrition History, Mid-Certification, Nutr & Hlth Summary, Nutrition Education, Referrals, BF Assessment, Food Prescription, Issue Benefits, Schedule Appt, and Print Documents. The main area displays a table of nutrition education topics. The table has columns for 'Curr...', 'Mo/Year', and 'General/Family Issues'. The topics listed include: Breakfast, Carbohydrate/Protein, Dairy, Exercise and Nutrition, Fat/Cholesterol, Fiber, Fish Advisory, Fluoride, Food Demo - PF, Food Preservation/Storage - PF, Food Safety, Food Safety - PF, MIM 10: Fun And Realistic Ways ..., MIM 11: Journey To Weight Loss, MIM 1: Better Ways To Handle E..., MIM 2: Time Saving Tips For Bus..., MIM 3: Effective Ways To Handle..., MIM 4: Effective Ways To Help W..., MIM 5: Effective Ways To Reduce..., MIM 6: Useful Tips To Plan Meals ..., and MIM 7: Useful Tips To Help With To the right of the table is a section for 'Eligibility Explanation' and 'Refused Nutrition Education' with a table of 'Individual Issues' including: BF Problem solving needing f/u, BFI Enrollment, BFI Recruitment, Bottle weaning, Breast pumps, Breastfeeding Nutrition, Breastfeeding Problem Solving, Breastfeeding Support, Common Prevention of Breastfee..., Dietary Guidance for Sick Children, Excessive Use of Liquids, Feeding Picky Eaters, Food Allergies, Food/Drug Interaction, GI Problems, Growth Expectations (Infant..., Healthy Weight, Intro to Breastfeeding, Iron Deficiency Anemia, Lactose Intolerance, and Nutrition and Lead Poisoning. At the bottom of the screen are buttons for NE, Goals, PF Coupons, and a Save button. The status bar at the bottom shows 'Version: 7.6.0.11', 'SMITHL77', '000000 State Agency', and 'miwicp'.

Figure 6

Coupon Issuance

After the client receives nutrition education, the authorized individual at the local agency will:

1. Record the coupon booklet issuance either directly on the client record or via the class screen. This must be done prior to giving the booklet to the client. The only exception to this is if you are issuing coupons outside of the clinic, at a remote site with no internet access, the information captured on the signature log must be entered into MI-WIC upon your return to the clinic or **within 24 hours or the next business day**. (Refer to the bold paragraph on Page 9)

2. Have the client sign the signature log.
3. Provide the client with a WIC Project FRESH coupon booklet which contains printed instructions on how to use coupons.
4. Provide the client with a list of authorized farmers' markets, roadside stands and nutritional information;
5. Have the client sign on the authorized signature line located on the front cover of the coupon booklet.

Local agencies may allow a proxy to pick up WIC Project FRESH coupons. The person (client or proxy) picking up the coupon booklet must be offered nutrition education. **Only** the client or proxy is eligible to pick up the coupon booklet. The coupon booklet cover will contain signature lines for proxies in addition to the line for the WIC client's name. Fill in the proxy name(s) on the proxy lines and block out any unused proxy lines. If the proxy is not the same for WIC Project FRESH as for WIC, indicate the proxy name as a note on the client record. **Please note with this proxy procedure, clients will no longer have to come back to the office if they no longer need a proxy. Both signatures will be on the coupon booklet cover allowing either person to redeem the coupons.**

WIC Project FRESH in the MI-WIC system will only allow one coupon booklet to be issued per client, and not more than two per family (with two eligible clients). Coupons can only be issued to eligible clients once during the WIC Project FRESH season.

The MI-WIC system will not allow issuance of coupon booklets to expired, terminated, or withdrawn WIC clients.

1. **Issuing to an Individual Client:** *Note: You have already selected the Nutrition Education class that has been covered and saved it per the instructions above.* If you are still on the Nutrition Education Screen, click on **PF Coupons** at the bottom of the screen. (If you are not still on the Nutrition Education Screen, select the **Guided Script** jelly bean, select **Nutrition Education** and click on **PF Coupons** at the bottom of the screen.) Click **ADD**, select the funding source **WIC**, the **date** you are issuing the booklet, enter the beginning number of the coupon booklet range, select the **client** and click **OK**. The screen will populate the five coupon numbers issued to the client. Click on **Save**. See **Figures 6a and 6b** below.

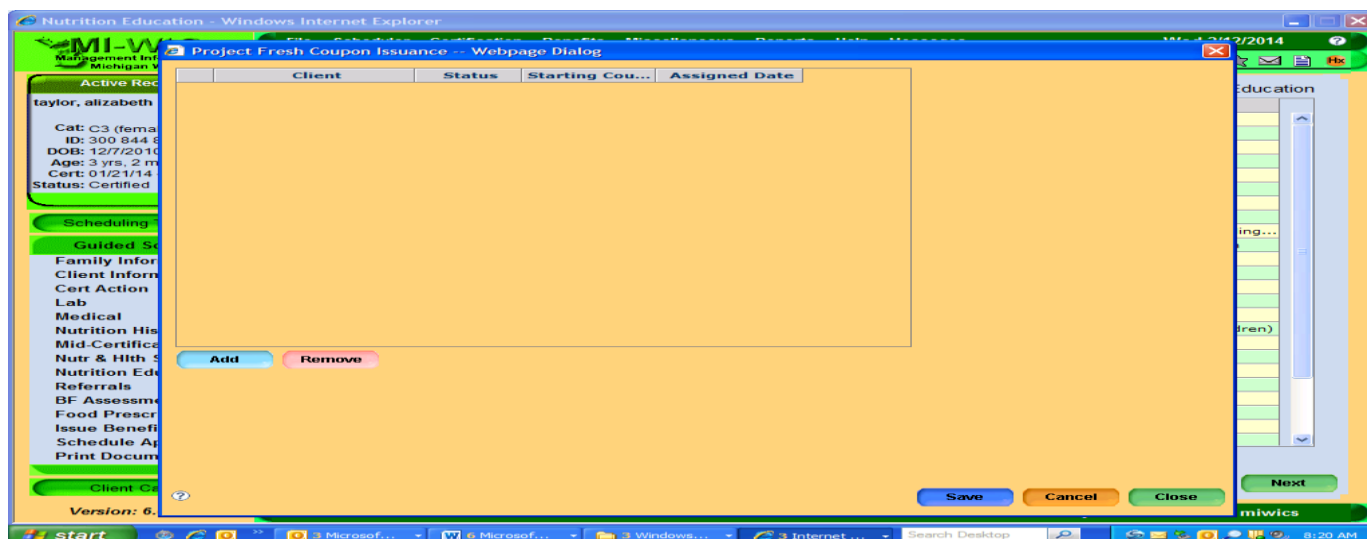


Figure 6a

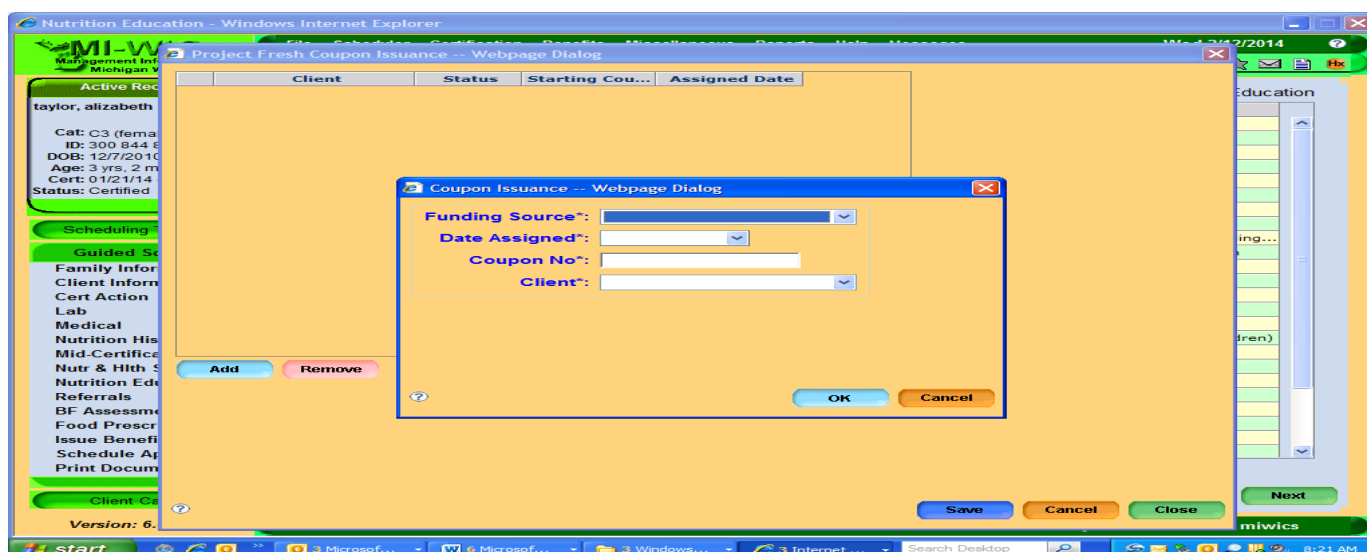


Figure 6b

2. **Issuing to a Group via the Class Screen:** Issuing booklets to a group of clients is easy if you have scheduled a WIC Project FRESH Class using the **Classes** feature in MI-WIC. In the **Clinic Module**, select the **Scheduling Tasks** jelly bean, select **Classes**, then select the **Clinic**, click **GO** and select the **Class**. The clients scheduled for this class will populate on the screen. By clicking the **Attend** box, it will activate each client that attends the class. Next, click on the **PF Coupons** jelly bean at the bottom of the screen. Click **Add**, select the **funding source** WIC, the **date** you are issuing the booklet, enter the **beginning number** of the coupon booklet range, select the **client** and click **OK**. The screen will populate the five coupon numbers issued to the client. Click on **Save**. *Note: The system will only allow eligible clients to be issued coupons. See Figure 7 below.*

Classes - Windows Internet Explorer

MI-WIC Management Information Michigan WIC

File Scheduler Certification Benefits Miscellaneous Reports Help Messages Wed 2/5/2014

Clinic: 010101 Alcona County Office Go

Class: 02/04/2014 11:00 am Project FRESH (61413)

Date: 02/04/2014 Start Time: 11:00 AM End Time: 11:30 AM

Appt Type: EDU Appt Status: Future Maximum Size: 15

Staff Member: Cert/Recert Member Count: 5 Families: 3

Topic: Shop Smartly - PF Method: Provider Type:

Provider Initial:

Client	Cat	Cert End	Attend	NE	Stage	Alert	Eval
Test/Test Barney	C1	11/21/2014	<input type="checkbox"/>	<input type="checkbox"/>			
Test/Test Preity	PG	7/29/2014	<input type="checkbox"/>	<input type="checkbox"/>			
testloth/testloth sally	BP	10/3/2014	<input type="checkbox"/>	<input type="checkbox"/>			
testmore/testmore Alysa	IBP	1/2/2015	<input type="checkbox"/>	<input type="checkbox"/>			
testmore/testmore Christie	BP	1/2/2015	<input type="checkbox"/>	<input type="checkbox"/>			

Add Remove Print Shopping List Print Non-Issuance Reason

Next PF Coupons Print Class Delete Save Cancel Close

Version: 6.0.0.2 GOVEP 010101 Alcona County Office miwics

Figure 7

Instructing Clients on the Proper Use of Coupons

Appropriate staff shall provide materials and educate each client on the proper use and redemption of the WIC Project FRESH coupons including:

- Instruction that coupons can be redeemed at any WIC **authorized** farmers' markets/roadside stands in Michigan
- The Local Agency Market Master report contains the list of names and addresses of WIC authorized farmers' markets and roadside stands in your area. This report **must** be pulled from MI-WIC no more than 48 hours prior to issuance
- Instruction on how to recognize a participating farmers' market/roadside stand (display sign)
- A description of eligible fruits and vegetables are defined as eligible, locally grown, fresh, unprepared fruits and vegetables for human consumption
- Ineligible produce includes: honey, maple syrup, cider, nuts, seeds, eggs, meat, cheese, seafood and non-Michigan grown produce
- Emphasize that WIC Project FRESH benefits Michigan WIC clients and Michigan farmers. That is the reason only locally grown produce can be purchased with the coupons
- Education the client they have the right to complain about improper farmers' market/roadside stand practices
- Giving cash change to WIC Project FRESH clients for purchases that are in an amount less than the value of the coupon is **not allowed**

- Instruction on how to redeem the coupons (signing coupons and letting farmers compare the coupon signature to that on the front cover of the coupon booklet)
- Instruction to notify the local agency of lost and/or stolen coupons
- Education on the Client Abuse Policy which is the same as that for WIC benefits

Coupon Lookup

The coupon lookup feature allows you to look up an individual coupon number to see the status of a particular coupon. It will show you the status of the coupon as of the date you are looking up the coupon number, including who the coupon was issued to and which WIC Market Master redeemed the coupon. Access to this area is through the **Admin Module**, click on **Project FRESH** jelly bean then **Coupon Lookup**. Enter the **coupon number** and click **Go**. See **Figure 10** below.

The screenshot shows the 'Coupon Lookup' web application running in Microsoft Internet Explorer. The browser's address bar shows 'Coupon Lookup - Microsoft Internet Explorer'. The application has a menu bar with options: File, Scheduler, User Setup, Agency/Clinic Setup, Breast Pumps, FRESH, Data Maint., Reports, Help, and the date 'Thu 4/9/2009'. On the left is a vertical menu with buttons for 'Scheduling Tasks', 'User Setup', 'Agency/Clinic Setup', 'Breast Pumps', 'Time Study', 'Project FRESH', 'Funding Summary', 'Funding Source Setup', 'State Coupon Inventory', 'Clinic Inventory', 'Coupon Resolution', 'Coupon Lookup', 'Data Maintenance', and 'Logoff'. The 'Project FRESH' button is highlighted. The main content area has a 'Coupon No.' field with the value '1090' and a green 'Go' button. Below this are fields for 'Status' (labeled 'Instock'), 'Funding Source' (labeled 'WIC'), 'Assigned to Clinic' (labeled 'Alcona County'), and 'On' (labeled '2/25/2009'). There are two main sections: 'Issued To' and 'Redeemed By'. The 'Issued To' section includes fields for 'Authorized Person', 'Family ID', 'Client', 'Client ID', and 'On'. The 'Redeemed By' section includes fields for 'Vendor Name', 'Chain Suffix', 'On', and 'Batch' (labeled '0'). At the bottom, there are fields for 'Sent to MAIN', 'OR Rejected on', and 'Reason'. A 'Cancel' button is in the bottom right corner. The footer of the application shows 'Version: 1.6.0.7', 'STRATTONKA', '010000 District Health Department #2', and 'miwics'. The Windows taskbar at the bottom shows the Start button and several open applications including 'Micros...', 'Novell...', 'Windo...', 'Local A...', 'Project...', 'Control...', 'Applica...', 'Default...', and 'Coupo...'. The system clock shows '2:14 PM'.

Figure 10

Lost, Stolen, or Damaged Coupons

All lost, stolen, or damaged coupons must be accounted for in MI-WIC in the **Admin Module**.

If the booklet **has not been issued** to a client, click on the **Project FRESH** jelly bean on the left menu panel, click on **Clinic Inventory**. Select the **current year**, the **Fund Source** of **WIC-WIC**, select the clinic and click on **Go**. The screen will populate with all of the booklets that have been issued to the agency/clinic.

Find the booklet that needs to be recorded as Lost, Stolen or Damages and click in the **Status** box for the booklet. Select **Lost, Stolen, or Damaged** then click **Save**. See **Figure 3** below.

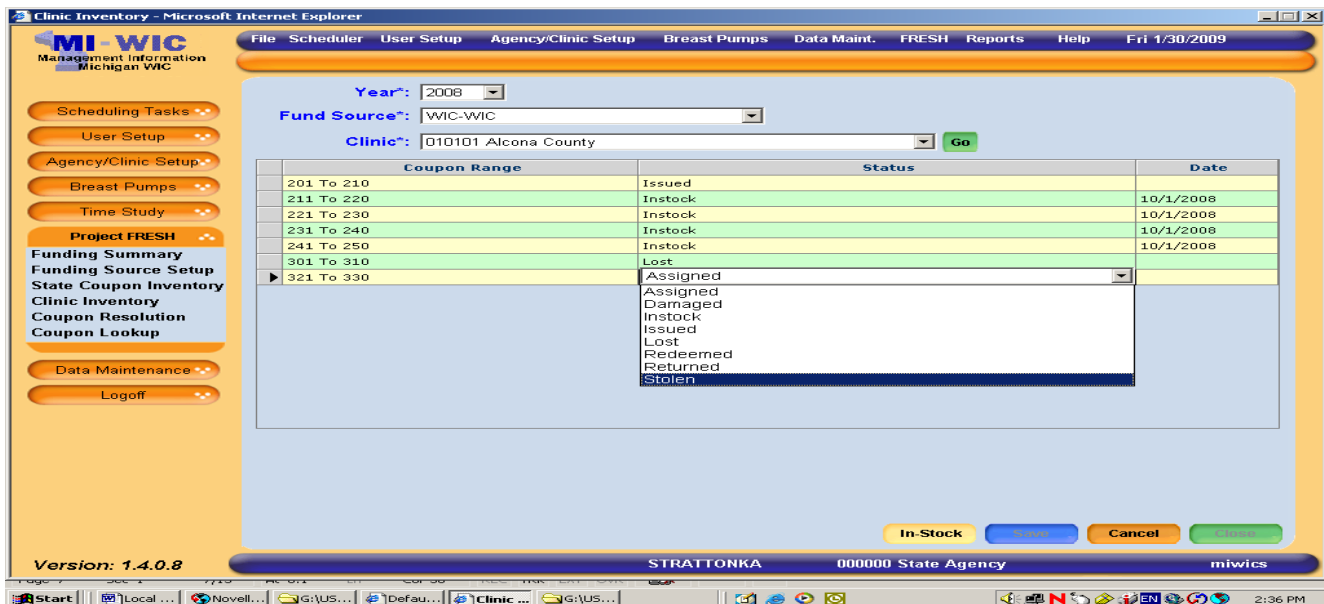


Figure 3

Coupons ***already issued*** to a client that are reported lost, stolen or damaged, needs to be recorded in the **Clinic Module**. Make the client record active (that the coupons are issued to) in the **Clinic Module**. Click the **Guided Script** jelly bean on the left screen menu, click on **Nutrition Education** then the **PF Coupons** on the bottom of the screen. The coupons issued to the client will populate on the screen. Click in the **Status** box for the coupon(s) and select the appropriate status. Click on **Save** and **Close**.

Replacement of lost coupons will be determined on a case-by-case basis, subject to approval by the State WIC office.

Damaged coupons must be stamped "DO NOT USE" and mailed to the WIC state office using the coupon shipment form. Write "**Damaged**" at the top of the form.

Return of Unused Coupon Stock

WIC Project FRESH coupon booklets must be issued to clients no later than **September 30th**. If you anticipate the agency **will not** issue all of the allocated coupon booklets, please notify the WIC Project FRESH Coordinator either during the "mid-season check" or at any other time during the WIC Project FRESH season. **The status of unused coupon booklets must be changed to "Returned" in MI-WIC prior to returning to the State WIC office at:**

The Michigan Department of Health and Human Services
Attn: Brittany LaRue
320 S. Walnut St. 6th Floor
Lewis Cass Building
Lansing, MI 48913

A completed **Coupon Shipment Form** must be enclosed with the returned coupon stock with **"RETURNED STOCK"** written at the top of the form.

Reissuance of Returned Coupon Booklets from a Client

If a client returns an unused coupon booklet (\$25/5 unused coupons), the clinic can reissue the complete unused booklet to another client. First, you will need to make active the client record that is returning the booklet. Click on the **Guided Script** jelly bean, click on **Nutrition Education**. Choose the **PF Coupons** at the bottom of the page. Click on each coupon to select the status of **“Returned”**. The book will return to the State inventory. Click on **Save** and then **Close**.

Once you have saved and closed, you must send an email to WIC Project FRESH Coordinator regarding the booklet range needing to be reassigned back to the clinic from State inventory. The State office will notify you when this process is completed.

In the **Admin Module**, choose the **Project FRESH** jelly bean, choose **Clinic Inventory**, select **Funding Source** and locate the coupon booklet numbers. Click in the **Status box** and the drop down menu will appear. Change the status to **“In-Stock”**, the booklet can now be reissued. Click **Save** and **Close**. **Note:** The signature log will need to reflect the new client’s name, ID and signature.

Reassignment of Clinic Booklets

If the clinic has booklets marked **“In-Stock”**, but will not issue and would like them moved to another agency/clinic, an e-mail must be sent to Lissa Smith at SmithL77@michigan.gov. The email must indicate the booklet ranges needing to be moved to another clinic. The clinic will need to change the status of the booklets from **“In-Stock”** to **“Returned”**. Once the booklets have been moved to the appropriate clinic, you will receive an email stating the process has been completed.

Program Surveys

The State will be conducting WIC Project FRESH surveys of clients every other year. Surveys are conducted on a sample of each agency’s WIC Project FRESH clients.

Local agencies are required to assist in the completion of the client surveys. The surveys are distributed to the agencies with the coupon booklets prior to the beginning of the Project FRESH season. Surveys will be required to be sent back to the State office no later than October 31st. Survey results will be compiled, evaluated and shared with local agencies.

Management Evaluations

The federal regulations require that the MDHHS WIC Division conduct management evaluations of all local WIC Project FRESH agencies, at least once every two years. The evaluation includes the areas of: administration, certification, nutrition education, record keeping and accountability. The evaluations are scheduled in conjunction with the WIC Program’s management evaluation and will consist of an on-site review.

Agencies will receive a findings letter or telephone call to address any areas that warrant clarification or, that require a corrective action plan.

Civil Rights Complaints

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Fair Hearing

The Fair Hearing policy for WIC Project FRESH clients is the same as that for WIC clients. Please refer to your WIC Policy & Procedure Manual.

Records Retention

The Record Retention and Destruction policy for WIC Project FRESH is the same as that for WIC. Please refer to your WIC Policy & Procedure Manual.

State WIC Project FRESH Trainings

The State WIC will provide training for participating local WIC agencies upon request. New agencies starting with WIC Project FRESH are trained prior to the beginning of the WIC Project FRESH season.

Training will cover the areas of Local Agency Responsibilities as detailed on page 4.

WIC Project FRESH Contacts

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